CHAITANYA GAUR

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Education

Graphic Era University   **Dehradun, Uttarakhand**
Bachelor of Technology in Computer Science & Engineering(specialization in AI & ML)   *Jul 2021 - Jun 2025*

Indian Institute of Technology, Madras (IIT-M)   **Remote**
Bachelor of Science in Programming & Data Science   *Aug 2020 - Jun 2025*

Experience

MICROSOFT   **Bengaluru, Karnataka**
Data Analytics Intern   *Jun 2024 – Aug 2024*

- Collaborated with **Microsoft's Business Operations Global Team** to automate the mapping of Support Area Paths to Skills, eliminating inefficiencies in a manual process impacting over **90,000+ support areas**.
- Developed a scalable solution using a fine-tuned **BERT-Transformer model**, achieving **92% precision** in first-level mapping, and implemented a **Hyper-parameter Tuned Random Forest model** to optimize deeper hierarchical mappings.
- Delivered **Business Insights and Analysis Reports** to **Worldwide Leaders and Senior Directors**, enabling **data-driven decisions** and process optimization across global teams.
- Increased mapping accuracy by **17%** (from 67% to 84%), driving a **30% reduction in manual effort** and improving operational efficiency by **20%**, resulting in significant business impact.
- Projected a **6-8% improvement in customer satisfaction scores** by leveraging automated skill mapping, enabling faster and more accurate support resolutions tailored to customer needs.

Projects

Real-Time Chat Application | *Node.js, Socket.io, MongoDB, React* | ⌨ Github | 🔗 Live Website   **Dec 2024**
- Developed a **real-time chat application** using **Node.js**, **Socket.io**, and **MongoDB**, supporting **500+ concurrent users** with minimal latency. Implemented secure **JWT authentication**, improving security and user management.
- Designed and deployed a highly responsive frontend with **React**, optimized backend performance to handle up to **1,000 concurrent messages per minute**, and deployed on **Render** with a 99.9% uptime.

Feature Extraction from Product Images | *Machine Learning, Image Recognition, OCR* | ⌨ Github   **Sep 2024**
- Applied **OCR techniques** combined with **Machine Learning algorithms** to accurately extract product specifications from over **50,000+ images**, significantly reducing manual effort.
- Optimized processing by dividing the dataset into **10 batches** and implementing **multiprocessing and multi-threading**, achieving a **20% reduction in runtime** and a **z-score of 0.53**.

FRIDAY - AI Assistant based on GPT 3 | *Artificial Intelligence, Speech Recognition, Openai* | ⌨ Github   **Dec 2023**
- Developed an **advanced voice assistant** leveraging **OpenAI's GPT** and **Speech Recognition** prior to the official launch of GPT voice capabilities, improving response accuracy by **40%**.
- Engineered a **modular architecture** that optimized processing time by **25%**, while ensuring high system stability and scalability. Integrated features like **saving results** in user-specified file formats, increasing user convenience and data management

Relevant Coursework

- Data Structures
- Object Oriented design
- DBMS
- Machine Learning
- Web Development
- Software Fundamentals
- Computer Networks
- Artificial Intelligence

Technical Skills

Languages: Python, Java, C++, JavaScript, SQL, HTML, CSS
Machine Learning and Data Analysis: Tensorflow, Keras, Scikit-learn, Microsoft Power BI, OCR, Image Recognition
Web Development and Cloud Services: Vue JS, React JS, MERN Stack, Python-Flask
Cloud Technologies: Microsoft Azure, Google Cloud Platform
DBMS: Postgres, SQLite, MS SQL Server, Azure Data Studio, NoSQL

Achievements

- Advanced to the 3rd round (top 5,000 out of 300,000+ participants) in the Tata Imagination Challenge 2024.
- Pitched internship project to Microsoft Business Operations General Manager, Business Leaders and Senior Directors.
- **Technical Content Writer** at **Atlan**, with articles on topics like Data Governance and Compliance.

Certificates

Tensorflow Developer Certificate - Tensorflow   **Apr 2024**
Data Science Virtual Internship - British Airways   **Jul 2023**
Software Engineering Virtual Internship - Goldman Sachs   **May 2023**
Google Cloud Digital Leader - Google   **Feb 2023**
Elite Certificate - Social Networks - NPTEL   **Apr 2022**